

Adjustment Letter Template Including a Replacement Item

[Your Company's Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent experience with our product/service to our attention. We sincerely apologize for any inconvenience that this issue may have caused you.

Upon receiving your complaint regarding [briefly describe the issue, e.g., the defective item or the problem encountered], we have thoroughly reviewed the matter and taken immediate steps to resolve it. As part of our commitment to customer satisfaction and high-quality service, we are sending you a replacement item, [describe the replacement item clearly], which will be shipped to your address at no additional cost. You can expect delivery within [insert estimated delivery time].

To ensure a smooth process, please [insert any special instructions for returning the defective item, if applicable, or mention that no further action is required]. Should you need further assistance or have additional questions, please do not hesitate to contact our customer service department at [insert contact details] or reply to this email/letter.

We value your business and appreciate your understanding and patience. Thank you for allowing us the opportunity to resolve this matter. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]